

Customer Credit Reporting

Company Name:

Universal Access, Inc.

Doing Business As:

Company Address:

Sears Tower, 233 South Wacker Drive, Suite 600, Chicago, IL 60606

Operating Company Number:

3466

Credit Reporting Data for Quarter Ending:

September 30, 2003

Credit due in accordance with Section 732.30(a);

Out of Service More than 24 Hours:

- A. Total dollar amount of all customer credits paid:
- B. Number of credits issued for repairs - 24-48 hours:
- C. Number of credits issued for repairs - 48-72 hours:
- D. Number of credits issued for repairs - 72-96 hours:
- E. Number of credits issued for repairs - 96-120 hours:
- F. Number of credits issued for repairs > 120 hours:
- G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)
- H. Number of customers receiving alternate phone service rather than receiving a credit.

July	Aug	Sept	Total
			\$0.00
			0
			0
			0
			0
			0
			0
			0
			0

Credit due in accordance with Section 732.30(b);

Failure to install Basic Local Exchange Service:

- A. Total dollar amount of all customer credits paid:
- B. Number of installations after 5 business days:
- C. Number of installations after 10 business days:
- D. Number of installations after 11 business days:
- E. Number of exemptions claimed for each of the categories identified in Section 732.30(e).
- F. Number of customers receiving alternate phone service rather than receiving a credit.

July	Aug	Sept	Total
			\$0.00
			0
			0
			0
			0
			0
			0

Credit due in accordance with Section 732.30(c);

Missed Appointments

- A. Total dollar amount of all customer credits paid:
- B. Number of customers receiving credits:
- C. Number of exemptions claimed for each of the categories identified in Section 732.30(3).

July	Aug	Sept	Total
			\$0.00
			0
			0

Authorized Signature

Christina Tygielski

Date